

Come work at CDSS where . . .

People come First!

THE ADULT PROGRAMS DIVISION

HAS AN IMMEDIATE OPENING IN THE OPERATIONS &
QUALITY ASSURANCE MONITORING UNIT FOR THE
FOLLOWING POSITION: 906-5157/5393-823

STAFF SERVICES ANALYST/ASSOCIATE GOVERNMENTAL PROGRAM ANALYST

*****ALL HIRES ARE SUBJECT TO HIRING FREEZE AND/OR
BUDGET APPROVAL**



EMPLOYMENT OPPORTUNITY

Interested in working for a Program that is delivered through California's 58 counties and assists in providing domestic and personal care services to aged, blind and disabled recipients?

The Department of Social Services, Adult Programs Division has an immediate opening to help you fulfill your desire to serve California's most fragile residents.

Come join a wonderful group of highly skilled and motivated individuals who are out to make a difference in the lives of those in need.

To find out more information and view a copy of the duty statement, please click on the appropriate link. Once you have viewed the information if you still have questions, please contact Cathi Taylor at 916-229-4346.

Your signed state application can be mailed/faxed to the location specified below, or e-mailed to cathi.taylor@dss.ca.gov. **Please put the position number on your state application.**

Applications will be evaluated based on eligibility and desired qualifications, and interviews may be scheduled. All appointments are subject to SROA/Surplus provisions.

CDSS EMPLOYEES ARE ENCOURAGED TO APPLY.

Final File Date: **October 15, 2010**

If interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

Contact Information: Cathi Taylor
744 P Street MS 19-92
Sacramento, CA 95814
916-229-4346 / 916-229-3155 (fax)

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
ADULT PROGRAMS BRANCH
QUALITY ASSURANCE MONITORING UNIT**

STAFF SERVICES ANALYST

DUTY STATEMENT

CONCEPT OF POSITION:

Under the direction of a Staff Services Manager I (SSM I) the Staff Services Analyst (SSA) will monitor the quality assurance activities performed by county Quality Assurance staff. Monitoring activities will include onsite visits to county social services offices to review case files and visit homes of program participants. Other Unit activities will include participation in State/county workgroups and developing and monitoring activities that test quality assurance methodologies. Unit staff will also be responsible for training county staff in quality assurance procedures and providing technical assistance to county Quality Assurance staff. Additionally, Unit staff will be responsible for identifying and suggesting new opportunities for cost containment based on field observations and working with counties to enhance fraud investigation activities.

A. RESPONSIBILITIES OF POSITION:

- 30% Conducting onsite reviews at county offices and recipients' homes to monitor county quality assurance programs, which include the following activities: conducting entrance and exit conferences; discussions with county staff; reading cases; conducting home visits with program recipients and writing reports.
- 20% Assisting in the identification of program fraud issues, and monitoring county activities that address program fraud.
- 15% Providing training and technical assistance to county Quality Assurance staff regarding program and quality assurance issues.
- 5% Identifying ongoing county training needs through the review process.
- 5% Maintaining statistical data regarding State and county quality improvement reviews.
- 5% Assisting in the development of procedures and regulation.
- 5% Participating in State/county workgroups and other meeting with advocates.
- 5% Assisting in the monitoring of activities that test quality assurance methodologies.
- 5% Participating in focused reviews to address program deficiencies and/or fraud.
- 5% Other duties as required.

B. SUPERVISION RECEIVED:

The SSA is directly supervised by the QA Monitoring Unit Manager, but may receive some assignments and direction from a lead analyst on certain projects. The incumbent is required to utilize initiative and resourcefulness in completing assignments.

C. SUPERVISION EXERCISED:

None

D. PERSONAL CONTACTS:

The SSA will have frequent contact with the county social services staff, other departmental personnel, and personnel from other State and federal agencies.

E. ACTION AND CONSEQUENCES:

Failure to use good judgment in handling sensitive and confidential materials and imparting information could result in misspent program dollars and jeopardize the success of the Quality Assurance Initiative.

F. OTHER INFORMATION:

The SSA must have the ability to establish effective working relationships, possess good communication skills, work cooperatively and effectively as part of a team, work under pressure, and have a flexible work schedule. The SSA must have excellent writing and oral communication skills, good computer skills, good interpersonal communication skills, and be comfortable working with numbers and spreadsheets.

This position requires the capability to travel approximately 30% of the month.

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
ADULT PROGRAMS BRANCH
QUALITY ASSURANCE MONITORING UNIT**

ASSOCIATE GOVERNMENTAL PROGRAM ANALYST

DUTY STATEMENT

CONCEPT OF POSITION:

Under the direction of a Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) will perform the more varied and complex technical analytical duties in the monitoring of the quality assurance activities performed by county Quality Assurance staff. Additionally, the AGPA will act in a lead capacity for some monitoring activities and other Bureau projects that require the use of strong analytical skills, exercising more independent judgments, and working under minimal supervision. Monitoring activities will include onsite visits to county social services offices to review case files and visit homes of program participants. Other Unit activities will include participation in State/county workgroups and monitoring activities that test quality assurance methodologies. Unit staff will also be responsible for training county staff in quality assurance procedures and providing technical assistance to county quality assurance staff. Additionally, Unit staff will be responsible for identifying and suggesting new opportunities for cost containment based on field observations and working with counties to enhance fraud investigation activities.

A. RESPONSIBILITIES OF POSITION:

- 30% Conducting onsite reviews at county offices and recipients' homes to monitor county quality assurance programs, which include the following activities: conducting entrance and exit conferences; discussions with county staff; reading cases; conducting home visits with program recipients and writing reports.
- 20% Identifying program fraud issues, and monitoring county activities that address program fraud.
- 15% Providing training and technical assistance to county Quality Assurance staff regarding program and quality assurance issues.
- 5% Identifying ongoing county training needs through the review process.
- 5% Maintaining statistical data regarding State and county quality improvement reviews.
- 5% Developing procedures and regulations.

- 5% Participating in State/county workgroups and other meetings with advocates.
- 5% Monitoring of activities that test quality assurance methodologies.
- 5% Participating in focused reviews to address program deficiencies and/or fraud.
- 5% Other duties as required.

B. SUPERVISION RECEIVED:

The AGPA is directly supervised by the QA Monitoring Unit Manager, but may receive some assignments and direction from a lead analyst on certain projects. The incumbent is required to utilize initiative and resourcefulness in completing assignments.

C. SUPERVISION EXERCISED:

The AGPA may be required to act as a lead analyst on special projects and/or for the Unit Manager in his/her absence.

D. PERSONAL CONTACTS

The AGPA will have frequent contact with the county social services staff, other Departmental personnel, and personnel from other State and federal agencies.

E. ACTION AND CONSEQUENCES

Failure to use good judgment in handling sensitive and confidential materials and imparting information could result in misspent program dollars and jeopardize the success of the Quality Assurance Initiative.

F. OTHER INFORMATION

The AGPA must have the ability to establish effective working relationships, possess good communication skills, work cooperatively and effectively as part of a team, work under pressure, and have a flexible work schedule. The AGPA may serve in a lead capacity for some reviews and Bureau activities and may act as the Unit Manager in his/her absence.

This position requires the capability to travel approximately 30% of the month.